Appendix B

Documents/Reports Reviewed

MHASAs provided:

Provider Manuals

Annual Quality Improvement Plans

Informational materials given to enrollees

Member Handbooks

Consumer satisfaction surveys and reports

Complaint and grievance reports

Provider Network Adequacy Reports and Evaluations

Examples of Enrollment rosters

Provider Directories

Access to Care Reports

Annual Work Plans

Annual Quality Improvement plans

Sample of Provider contracts

Sample of MHASA subcontracts

Sample of audited fiscal and statistical reports

HCPF/DHS provided:

On-site monitoring results by DHS

Sample of RTC claims

Sample expenditure report on Non-State Plan services

Sample of Encounter data report

Quality Assessment and Improvement Strategy

Specific reports provided by Northeast Behavioral Health - Centennial MH Center

Intake packet for enrollee

MOU between Centennial and Eastern Colorado Services for Developmental Disabilities Centennial MH Center Help Guide

North Range Behavioral Health Adult Consumer Report Care Survey

NE Behavioral Health – Special Report 2003

NEBH Office of Consumer and Family Affairs Semi-Annual Report-2003

Centennial MH Center, 2004 Business Plan

Specific documents provided by Jefferson Center for Mental Health

A Medicaid Consumer's Guide to filing a Complaint Medicaid Consumer's Guide to Managed Care Grievance System

Other Documents and Reports

House Bill 04-1265- Concerning the transfer of the Administration of Community Mental Health Services to specified Medical Assistance recipients from the Department of Human Services to the Department of Health Care Policy and Financing.

Colorado Cross-Disability Coalition (CCDC) Consumer Survey and Results

MOU between Aurora Mental Health Center and Developmental Pathways

Overcoming Barriers-Building Mentally Healthy Communities-by Mental Health Advocate

CCDC client list of access issues